

## NOTICE OF REFERENCES CITED

SERIAL NO.

08/999,297

GROUP ART UNIT

2763

ATTACHMENT  
TO PAPER NO.

13

APPLICANT(S)

POOL et al.

## U.S. PATENT DOCUMENTS

		DOCUMENT NO.	DATE	NAME	CLASS	SUB-CLASS	FILING DATE IF APPROPRIATE
	A						
	B						
	C						
	D						
	E						
	F						
	G						
	H						
	I						
	J						

## FOREIGN PATENT DOCUMENTS

*		DOCUMENT NO.	DATE	COUNTRY	NAME	CLASS	SUBCLASS
	L						
	M						
	N						
	O						
	P						
	Q						

## OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

R	<i>Business and Financial Applications</i> , 1996 Database Buyer's Guide and Client/Server Sourcebook,		
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S	<i>C. Lovelock et al., Developing Global Strategies for Service Businesses</i> , California Management Review, Vol. 38, No. 2,		
	Winter 1996, pp. 64-86.		
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EXAMINER

RUSSELL FREJD

DATE

March 18, 2000

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\* A copy of this reference is not being furnished with this office action.  
(See Manual of Patent Examining Procedure, section 707.05(a).)